

110 → 135 → 130 → 138 → 140 → 150

Interaction Center

Caroline Spice BR Electronics

Answer Hold Dial Warm Transfer

Script Details Overview Objections ▾

Scripts - Verify Customer Information

Identify Customer Interaction Record Sales Order Service Order Solution Search Product Catalog Scripts Campaigns Call List E-Mail Web Chat

My Activities My Scripts Index Customer Data Customer History

Time Magazine Call List Ready 1:10 min

Ready Wrap Up Not Ready

Enter keywords for global search Search

Greeting Hello, I am calling from Bargain Books... Rescheduling Identify Customer Update Customer Information Good Bye! Objections

Hello, I am calling from Bargain Books and we specialize in bringing you super-low prices on bargain books with FREE USPS shipping, no per-book charge and a FREE book with orders. We are currently checking our customer list to mail out our new Christmas Catalog.

Do you have a few minutes at this time?

Yes No

Call Log Result Successful ▾ Reschedule 9/25/01 [] 1:30pm ▾ Notes

Done

Phone Queue #4 - 3 callers

5 min

SAP - CRM

Fig. 1A

100 ← 120

The interface includes a 'Script Details' section with tabs for 'Overview', 'English', 'Campaign News', 'Script Feedback', and 'Search'. It also features a 'Call Log' section with fields for 'Result' (Successful), 'Reschedule' (set to 9/25/01 at 1:30pm), and 'Notes'. Navigation icons like arrows and a magnifying glass are present at the bottom.

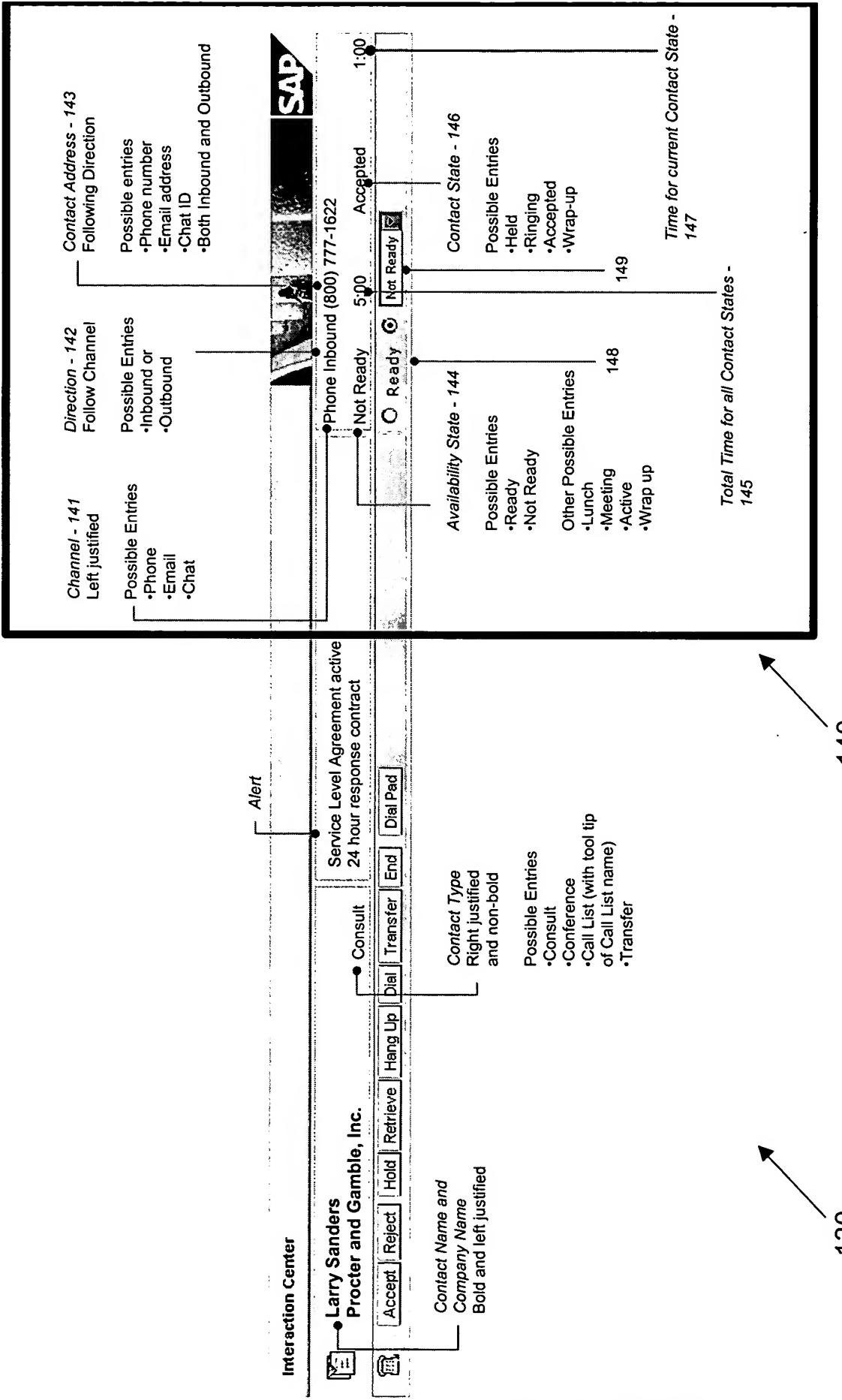


Fig. 1B

140

130

Work Modes

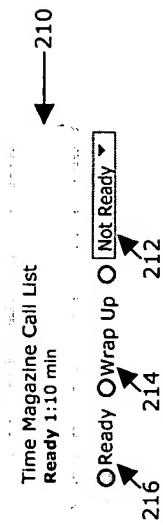


Fig. 2A

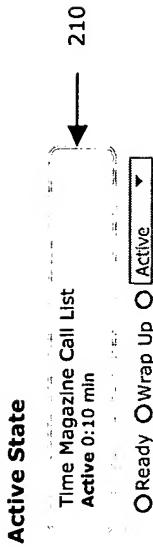


Fig. 2B

Wrap Up State

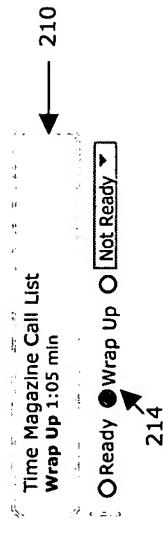


Fig. 2C

Not Ready State

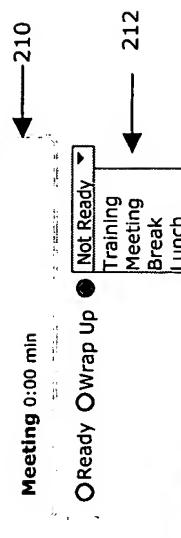


Fig. 2D

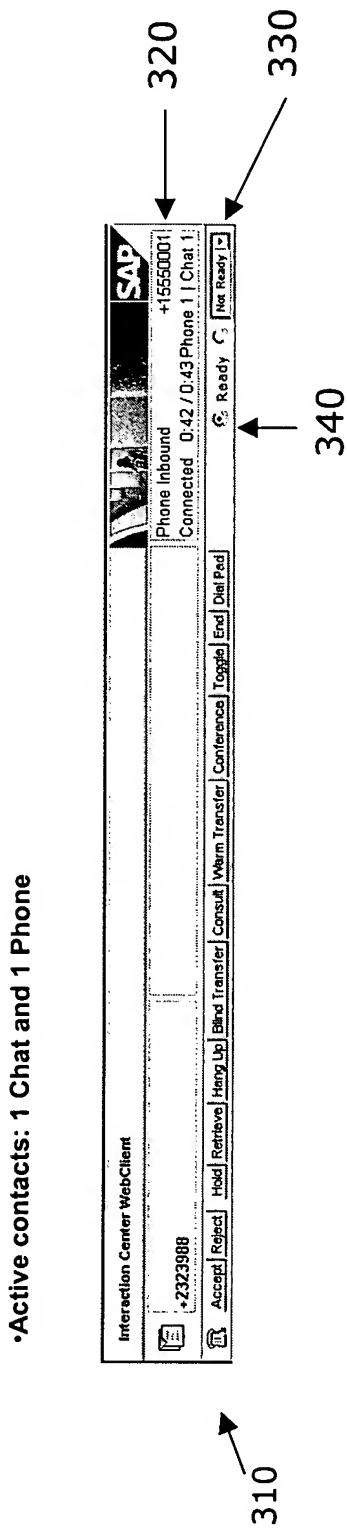


Fig. 3

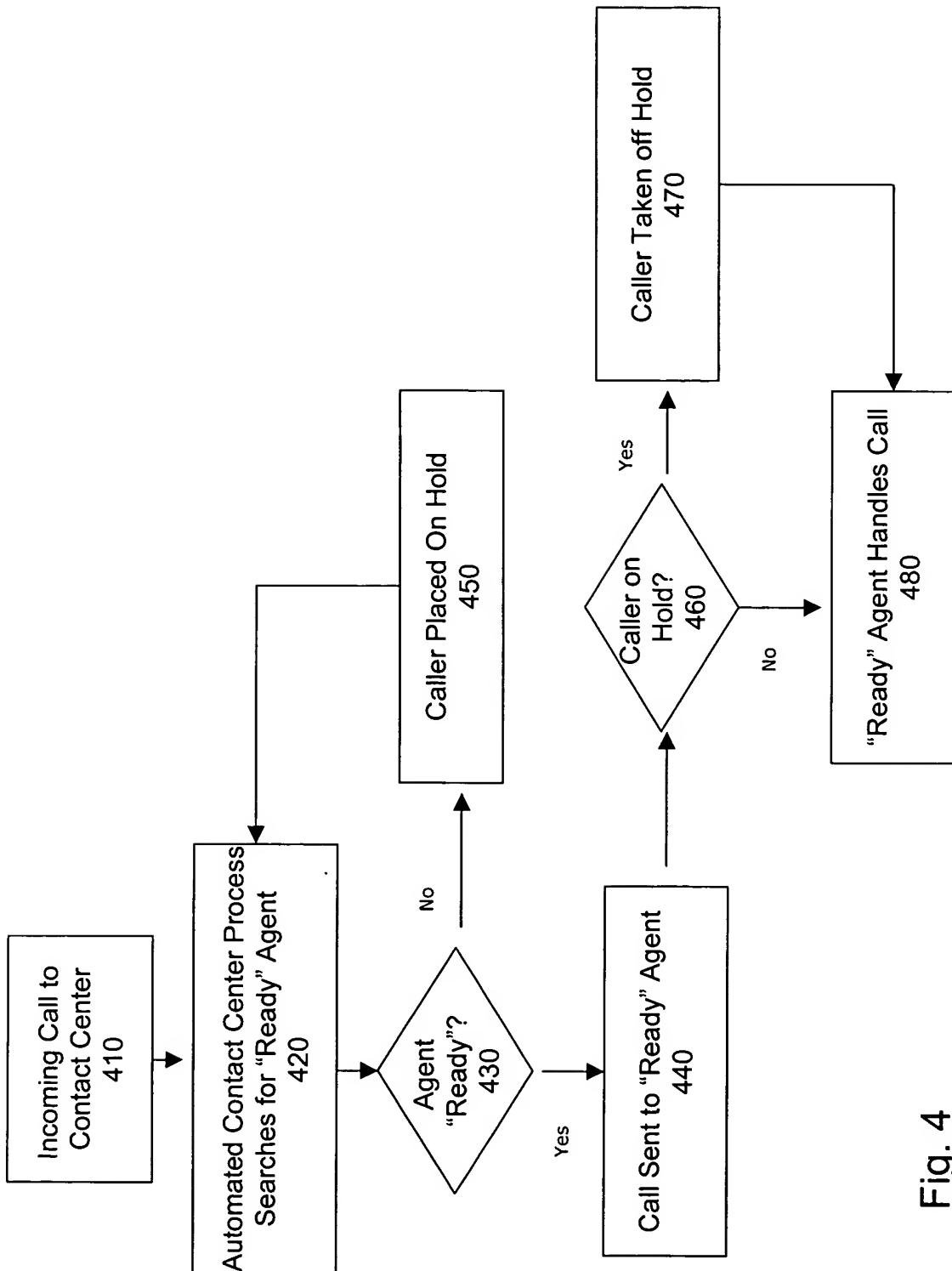


Fig. 4

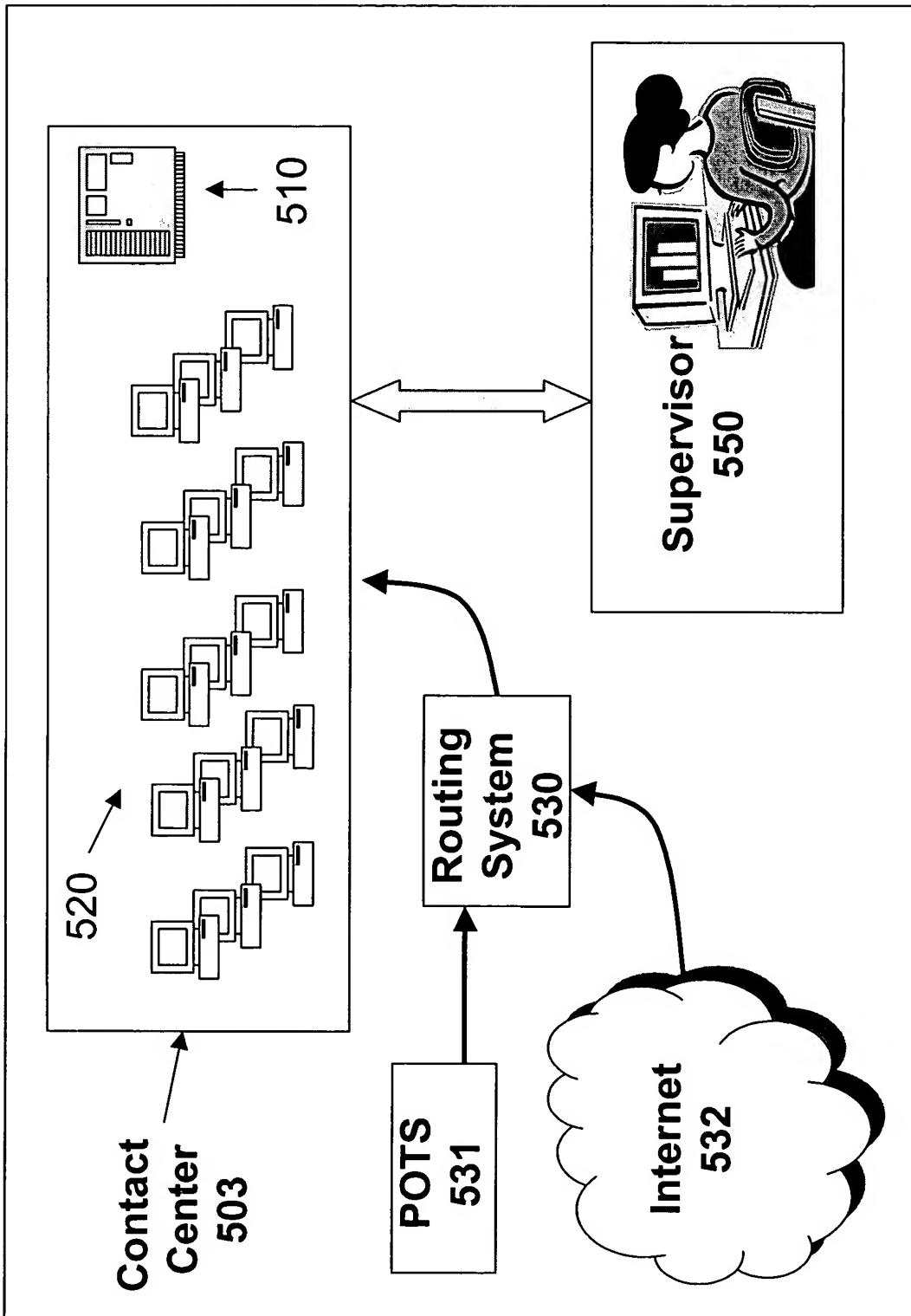


Fig. 5